

VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 981-8500 loc. 4551/4552 or our@upd.edu.ph
How feedback is processed	Every Friday, an Administrative staff collects all feedback forms and gives it to SRE IV (Executive Assistant) for opening and recording. Feedback requiring answers are forwarded to the concerned section chief who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the OUR at 981-8500 loc. 4551/4552.
How to file a complaint	A complaint may be filed / submitted to the University Registrar via letter or email at our@upd.edu.ph indicating the following: <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence- Name of complainant For inquiries and follow-ups, clients may contact the OUR at 981-8500 loc. 4551/4552.
How complaints are processed	Complaints are immediately addressed by referral to the concerned section or individual, who is given 72 hours to answer the complaint. The University Registrar replies to the complainant by letter or email, and usually offers solution to address the complaint. For inquiries and follow-ups, clients may contact the OUR at 981-8500 loc. 4551/4552.
Contact Information	Telephone No: 981-8500 loc. 4551/4522 Email: our@upd.edu.ph